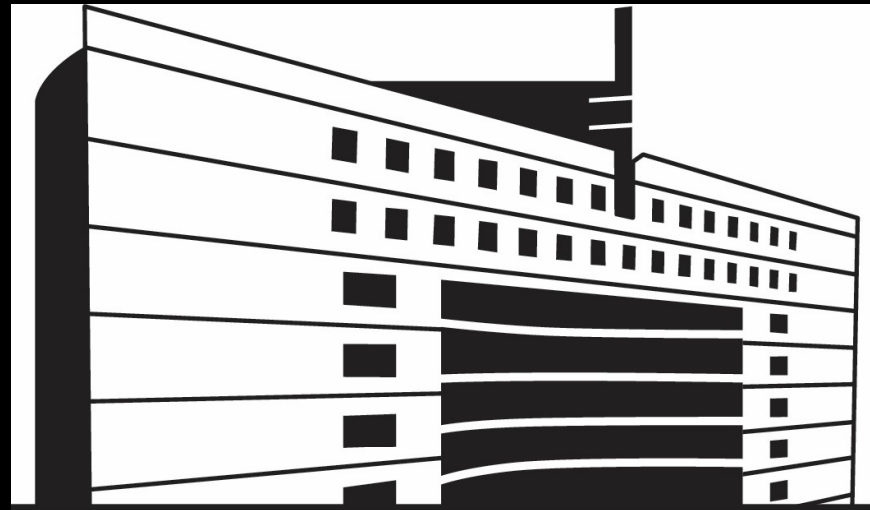


REMOTE VIDEO HEARINGS

Arizona Justice of the Peace
Association
and Magistrates Association
Conference
September 2023



P H O E N I X
MUNICIPAL COURT
JUSTICE THROUGH EXCELLENCE

slido

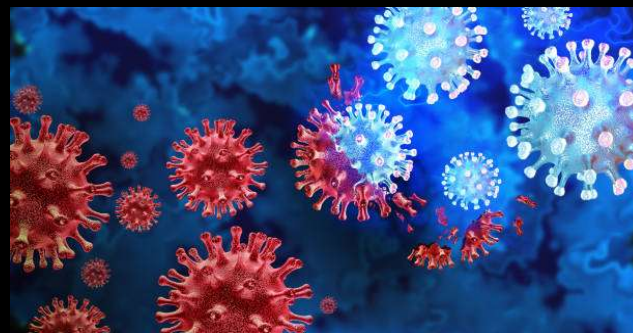


Have you implemented remote hearings at your court?

① Start presenting to display the poll results on this slide.

IMPLEMENTATION

- Launched June 2021
- Remote video hearings are currently offered for select civil traffic and parking cases.



STAKEHOLDER INVOLVEMENT



Organized Briefing
Training



OBT Virtual Court v3

- Convened the stakeholders before implementation
- Subpoena report
- Connection locations
- Static link on Police Point
- Etiquette and decorum
- Mock hearings
- Regular contact

PARKING CASES



- Implemented June 2023
- Correspondence – evidence submitted prior to hearing
- Discovery room
- Expansion: Airport, Parks
- Improved access to justice for persons with disabilities

COURT DATE NOTICE

CITY OF PHOENIX MUNICIPAL COURT
MARICOPA COUNTY, STATE OF ARIZONA

State of Arizona, Plaintiff vs. Person Number: <#####> <First Name><Middle Initial><Last Name><Suffix,>Defendant <Address> <City>, <State> <Zip>	Case Number: <#####> REMOTE VIDEO HEARING NOTICE
---	--

<XX/XX/XXXX>

Case number <#####> contains complaint number(s): <#####>.

You have requested a hearing for the above-entitled case. Please be advised that you will not be allowed to attend the defensive driving program for any civil traffic violations set to a hearing. Hearings are held by remote video appearance and your hearing is scheduled as follows:

<Defendant Full Name> is set for <TRAFFIC HEARING> on the following date and time:

CASE NUMBER	HEARING DATE	COURTROOM	TIME
<#####>	<XX/XX/XXXX>	BY VIDEO APPEARANCE	<XX:XX a.m./p.m.>

Instructions for joining your hearing and appearing remotely by video are on the back of this document. Within two weeks of the hearing date, you should receive an email from the Court explaining how to participate in your hearing. If you do not receive the email (you may need to check your spam or junk folder), or if you are unable to participate remotely, please call <courtroom bailiff> as soon as possible.

If you are under the age of 18, your parent or legal guardian must attend the hearing with you, or they must waive their presence by sending an email to court@phoenix.gov at least seven days before your hearing date.

If a lawyer will represent you at the hearing, you must notify the Court in writing at least ten days before the hearing date at the email address below or by fax.

COURT DATE NOTICE

INSTRUCTIONS FOR REMOTELY APPEARING BEFORE THE COURT VIA CISCO WEBEX

Join your hearing using the email link sent from the Court

1. Open the email from the Court. You may need to check your spam or junk folder.
2. Click JOIN MEETING.
3. Webex will launch. If this is your first time using Webex, it may need time to install.
4. You will be directed to a login page. Enter your first and last name and email address.
5. Click JOIN.
6. Connect to Webex audio.
7. Click JOIN MEETING.

After accessing the remote video hearing, all parties should remain connected and wait for further instructions from the Judge or court staff. Waiting times may vary due to court proceedings previously scheduled to yours and may run longer than anticipated. If disconnected for any reason, immediately reconnect to the remote video hearing following the instructions above.

Instructions for witness testimony:

If there are any witnesses you would like to testify during the hearing, they will need to appear by video. You will need to forward the email you received from the Court explaining how to participate in the remote video hearing to all witnesses you would like to appear and testify. If a witness is not available to appear on the scheduled hearing date and time, the witness can submit a written statement to the Court. The written statement must include the case number, be signed by the witness, and affirm the statement is true by containing language in the statement that "I (witness name) affirm that this statement is true." If a witness is unable to participate by remote video hearing and is unable to provide a written statement, please contact the Court immediately to discuss possible options.

COURT DATE NOTICE

Instructions for submitting exhibits:

If there are any exhibits (i.e., documents, photographs, diagrams, text messages, emails, social media messages, etc.) that you would like for the Court to consider during the hearing, you must provide those exhibits to the Court at least seven days in advance before the hearing date. All exhibits must include the case number to be considered by the Court. Failure to meet these requirements may result in your exhibits not being considered by the Court.

All exhibits and/or written witness statements may be submitted using any the follow methods:

Email: <courtroom email address>

Mail: Phoenix Municipal Court, PO Box 25650, Phoenix, Arizona 85002-5650

In Person: Phoenix Municipal Court, 300 West Washington Street, Phoenix, Arizona 85003-2103

For more detailed information about remote video hearings, witness testimony, and submitting exhibits visit www.phoenix.gov/court.

Video Hearings for Civil Traffic Matters



- The Video Hearing >
- How To Submit Exhibits >
- Tips for Participating >
- FAQs >
- Free Email >

Phoenix Municipal Court implemented remote video hearings in June 2021 to provide access to justice. This process allows the parties to join the proceeding from a device without having to travel to the Court. Overall, the response has been very positive and that connecting to their video hearing was easy and that having a video hearing experience, several FAQs and other documents have been created for review. For further questions, please contact the Court at 602.262.6421 or for email the Court at court@phoenix.gov.

The Video Hearing

Joining Your Remote Video Hearing

Upon joining your hearing using one of the two options below, you will be placed in a virtual waiting room. Please remain connected with the sound (audio) muted until addressed by the judge. The length of your hearing may vary due to court proceedings scheduled before yours that may be running concurrently.

WEBSITE INFORMATION

PARTICIPANT EVITE INSTRUCTIONS


Phoenix Municipal Court Remote Video Hearings*****Please keep this email to join your hearing*****

PC Courtroom 404 Hearings
To Kerri Barnes

Retention Policy Email retention policy - 90 day retain + delete (90 days) Expires 4/17/2023

You replied to this message on 1/17/2023 3:10 PM.

How To Submit Exhibits.pdf 114 KB
How To Create An Email Account .pdf 102 KB
Tips For Participating .pdf 165 KB
How To Join Your Remote Video Hearing.pdf 747 KB
Video Hearings FAQ's_.pdf 171 KB



**Please join your video hearing on
January 17, 2023 at 3:00 p.m.**

Click on the Join Meeting button below to connect to your video hearing.

Below are instructions for connecting to your remote video hearing scheduled at the Phoenix Municipal Court. Webex allows participants to appear for remote court hearings through video conferencing in a virtual meeting room. Please see the email from the Court containing instructions for participating remotely and containing attachments that may assist your participation in the video hearing.

Connecting to a Remote Video Hearing

Step 1: Join the Hearing

On the date of your scheduled remote video hearing you may connect directly to the courtroom by clicking the "Join meeting" button (see graphic below). Please join at least 5 minutes before your scheduled hearing time. If this will be your first time using Webex, you will be prompted to download the Webex application and login with your name and email address. Alternatively, you may join the hearing by logging onto www.webex.com and entering the meeting number and password listed. Follow the remaining steps to finish connecting to the hearing.

Step 2: Connect to the Webex Audio

Method 1: If you have a good quality headset and/or microphone connected to your computer, choose "Use computer for audio."

Method 2: If you want to use your phone for audio, choose "Call me at" and enter your phone number. Webex will then call you and when you answer, you will be instructed to press 1 to connect your phone to the Webex audio.

PARTICIPANT EVITE INSTRUCTIONS

Using the Controls Within the Webex Hearing

During the Webex Hearing, you will see buttons for specific functions, usually at the bottom of the computer screen. If you do not see these buttons, moving your cursor around your screen will cause them to appear.

Additional Information

It is important that you join the meeting at least 5 minutes before your scheduled remote video hearing time, so if any issues arise, they can be resolved. After joining, please remain connected until addressed by the judge or court staff. Waiting times may vary due to court proceedings scheduled before yours that may be running longer than anticipated. If disconnected for any reason, immediately reconnect following the instructions above.

Requests for reasonable accommodation for persons with disabilities must be made to the Court at least 3 working days in advance of the scheduled court proceeding or any other court business by calling 602-262-6421 or for TTY use 7-1-1, between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday, excluding City observed holidays.

– Do not delete or change any of the following text. –

When it's time, join your Webex meeting here.

Join meeting

HOW TO SUBMIT EXHIBITS



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HOW TO SUBMIT EXHIBITS FOR YOUR REMOTE VIDEO HEARING

At the remote video hearing, if you want the Court to consider any exhibits (i.e., documents, photographs, diagrams, video or voice recordings, etc.) you must provide your exhibits at least 7 days before the hearing date. All exhibits must include the case number. The Court may not consider your exhibits if you fail to meet these requirements.

You can submit exhibits for your remote video hearing by using any of the following options:

Option 1: Email the courtroom where your video hearing is scheduled.

- A. Email your exhibits, as attachments, to the email address listed on your Remote Video Hearing Notice. Make sure your exhibits are in one of the following formats: gif, jpg, jpeg, png, doc, xls, slxs, rtf, pdf, txt, wmv, avi, mov, mp4, mpeg, mpg.
- B. In the Subject Line of the email, make sure to include the case number and the defendant's first and last name. Example: CASE NUMBER: 5149155, DEFENDANT: JOHN DOE. You can find the case number and defendant's name on the Remote Video Hearing Notice you received.
- C. If you have numerous exhibits, or if any of your exhibits are large file attachments, you can send your exhibit attachments using multiple emails. As an alternative, consider mailing or personally delivering your exhibits to the Court (see Options 2 or 3 below).

Option 2: Mail your exhibits to the Phoenix Municipal Court.

- A. Mail your exhibit(s) to Phoenix Municipal Court, Attention: Video Hearings, PO Box 25650, Phoenix, Arizona 85002-5650.
- B. The Court recommends that you keep a copy of your exhibits for your records.

Option 3: Deliver your exhibits in person to the Phoenix Municipal Court.

- A. Bring your exhibits to the Phoenix Municipal Court, 300 West Washington Street, Phoenix, Arizona 85003. Once inside the building, place your documents in the Correspondence and Motions mailbox. If you would like proof of delivery, bring an extra copy to date stamp.

HOW TO CREATE AN EMAIL ACCOUNT



PHOENIX
MUNICIPAL COURT
JUSTICE THROUGH EXCELLENCE

Important

An email address is required for the Court to send your link to participate in the video hearing. Make sure you have access to the email account you provide to the Court. Please check your spam or junk email folder or contact the courtroom listed on your Remote Video Hearing Notice if you do not receive the email within two weeks of your court date.

There are several options for creating a free email account. Here are a few options:

Gmail

- Extremely versatile and available across all types of devices
- Regularly adds new features and updates
- Allows the user to "un-send" an email

Sign up: accounts.google.com



Yahoo Mail

- 1 TB of storage space
- Shortcuts to images, documents, and attachments
- Integrated GIFs, emojis, and graphics for emails

Sign up: mail.yahoo.com



Outlook

- Clean design
- Supports multiple email accounts
- Many useful features

Sign up: signup.live.com



Save your email address and password in a safe place so that you can login and regularly check your email for correspondence from the Court.



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M U N I C I P A L C O U R T
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Video Court Hearing Tips

Preparing for your video court hearing



Test your connectivity! You can do a test meeting with your device at www.webex.com/test-meeting.

Charge your device! If you are using a cell phone, make sure your internet connection and cellular reception is good.

Find a quiet location with minimal distractions. A neutral background is best with natural light sources.

Video court hearing expectations



You should treat your remote video hearing the same as if you were appearing in person and you should follow the suggestions below.

Dress appropriately for your hearing. Remember that the judge and other participants will be able to see you.

If available, use a headset or ear buds with a microphone. Keep yourself on mute when not speaking and unmute when you are ready to speak.

Avoid talking over others. The judge will allow all participants the opportunity to speak to the Court.

Connect to your meeting at least 5 minutes prior to your scheduled appearance time. It is helpful to close all other programs on your computer or smart phone.

If using a portable device, consider propping it up to avoid holding it. Place camera at face level and look at camera, not screen, when speaking.

Have the courtroom's telephone number and email address available in case you run into technical difficulties during the hearing.

Phoenix Municipal Court
Phone: (602) 262-6421
Email: court@phoenix.gov

TIPS FOR PARTICIPATING



PHOENIX
MUNICIPAL COURT
JUSTICE THROUGH EXCELLENCE

HOW TO JOIN YOUR REMOTE VIDEO HEARING
AND
INCLUDE WITNESSES

Joining Your Remote Video Hearing Using any of the Following Options:

Upon joining your hearing using one of the two options below, you will be placed in a virtual meeting room. Please remain connected with the sound (audio) muted until addressed by the judge or court staff. Waiting times may vary due to court proceedings scheduled before yours that may be running longer than anticipated.

Option 1: Join using the emailed link the Phoenix Municipal Court provided you.


- A. Open the email you received from the Phoenix Municipal Court. You may need to check your spam or junk folder.
- B. Click JOIN MEETING at least 5 minutes before your scheduled hearing time.

When it's time, join your Webex meeting here.

Meeting number (access code): 177 487 9298

Meeting password: w9dSntKvq38

[Join meeting](#)



- C. Webex will then launch. If this is your first time using Webex, your browser may take a few minutes to install the program.
- D. You will be directed to a Login page. Enter your first and last name and your email address.
- E. Click JOIN.
- F. Connect to Webex audio by one of the following methods:
 - Method 1: If you have a good quality headset and/or microphone connected to your computer, choose "Use computer for audio."
 - Method 2: If you want to use your phone for audio, choose "Call me at" and enter your phone number. Webex will then call you and when you answer, you will be instructed to press 1 to connect your phone to the Webex audio.
- G. Click JOIN MEETING

Option 2: Join by logging into Cisco Webex through your web browser (meeting ID number and password needed).

- A. Go to www.webex.com.
- B. Click JOIN.
- C. Enter the MEETING ID number the Phoenix Municipal Court provided.

HOW TO JOIN YOUR REMOTE VIDEO HEARING

HOW TO JOIN YOUR REMOTE VIDEO HEARING

- D. Click **JOIN MEETING**.
- E. Enter the **MEETING PASSWORD** the Phoenix Municipal Court provided.
- F. Click **OK**.
- G. You will be directed to a Login page. Enter your first and last name and your email address.
- H. Connect to Webex audio by one of the following methods:
 - Method 1:** If you have a good quality headset and/or microphone connected to your computer, choose "Use computer for audio."
 - Method 2:** If you want to use your phone for audio, choose "Call me at" and enter your phone number. Webex will then call you and when you answer, you will be instructed to press 1 to connect your phone to the Webex audio.
- I. Click **JOIN MEETING**.

Option 3: Joining by your Smart Phone (cell).

- A. Go to your cell phone Applications Store (iPhone), Google Play (Android), Galaxy Store (Samsung) or equivalent.
- B. Download the WebEx application.
- C. Open the WebEx application.
- D. Enter the **MEETING ID** number the Phoenix Municipal Court provided.
- E. Click **JOIN MEETING**.
- F. Enter the **MEETING PASSWORD** the Phoenix Municipal Court provided.
- G. Click **OK**.
- H. You will be directed to a Login page. Enter your first and last name and your email address.
- I. Connect to Webex audio:
 - a. You will automatically be connected to audio.
 - b. If you want to change your audio connection, click on the button at the bottom of your screen containing three dots and "Change Audio Connection" to choose Call Me or Call In.
- J. Click **JOIN MEETING**.

Including a Witness at Your Remote Video Hearing:

If you have a witness(es) that you want to testify during your hearing, you are responsible to forward to each witness the remote video hearing email that the Court sent you. That email will have the meeting number and password the witness will need.

1. Open the email that you received from the Court explaining how to participate in your remote video hearing.
2. Forward the email to each witness that you expect to testify during your hearing.
3. Have each witness join the hearing by following the instructions either in Options 1 or 2 above.

If a witness is not available to appear on the scheduled hearing date and time, the witness can submit a written statement to the Court. The written statement must include the case number, be signed by the witness, and affirm the statement is true by containing language in the statement that "I (witness name) affirm that this statement is true." If a witness is unable to participate by remote video hearing and is unable to provide a written statement, please contact the Court immediately to discuss possible options.



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Remote Video Court Hearings

Frequently Asked Questions

1. What is a remote video court hearing?

A remote video court hearing allows participants to appear for their scheduled court proceeding from a remote location (other than the court), through video conferencing. The judge and court staff will be in the courtroom. All participants in the case will be able to see and hear each other along with the judge from their connected devices. Currently, the Court uses Cisco Webex to conduct video hearings.

2. Why has the Phoenix Municipal Court implemented remote video court hearings?

The Court has implemented remote video court hearings to minimize in-person contact during the COVID-19 pandemic and to provide you with an opportunity to participate in your hearing in a safe and convenient manner.

3. How will I know if I have a remote video hearing scheduled?

You will receive a court date notice titled Remote Video Hearing Notice. The notice will state that your scheduled hearing is by video appearance. You will also receive an email from the Court containing instructions for participating remotely and containing attachments that may assist your participation in the video hearing. Please check your spam or junk email folder or contact the courtroom listed on your Remote Video Hearing Notice if you do not receive the email within two weeks of your court date.

4. What do I need to participate in a remote video court hearing?

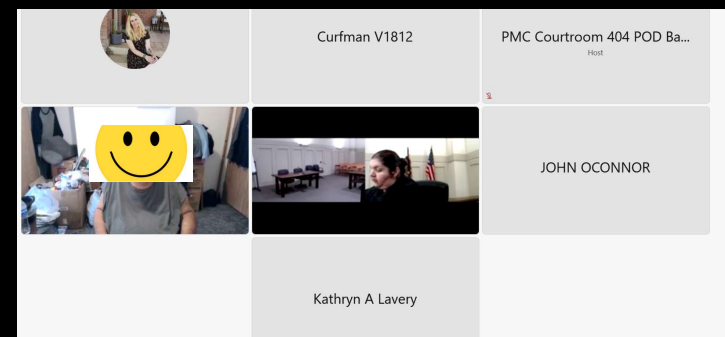
Hearing participants can connect to the hearing through the internet from a computer, laptop, tablet, or smart phone that has a video camera. More information about how to use Webex can be found in the attachment "Connecting to a Remote Video Hearing" attached to the email from the Court containing instructions for participating remotely. Please understand that data rates may apply based on your internet or cellular provider.

To participate in a remote video court hearing, you will need to provide the Court with an email address. The email address provided will be used by the Court to send you

VIDEO HEARING FAQS

WEBEX SET-UP

- Webex lobby “Phoenix Municipal Court Video Hearing Session”
- Civil Video Bailiff tests participant A/V
- Breakout rooms for discovery and hearing
- Informational video



PHOENIX MUNICIPAL COURT

VIDEO HEARING SESSION

YOUR HEARING WILL BEGIN SOON



Please call the courtroom bailiff at 602-262-6935 if you lose connection and are unable to reconnect.

AFTER THE HEARING

- Dear Video Hearing Participant:
- Attached is the Judgment and Order of the Court for your case. Please click on the following link for a brief survey regarding your video hearing experience: <https://www.surveymonkey.com/r/GHK9G89>.
- [] Your case is concluded. No further action is needed.
- [] You have been granted an extension to attend the Defensive Driving Program for Charge _____. Please see the additional document for more information.
- [] You have been assessed court fine(s) and fees on Charge(s) _____. See the bottom of your Judgment and Order form for the total amount due. You must pay your total amount in full or contact the Financial Assistance Office to set up a payment arrangement by _____. To pay your fine, go to www.phoenixcourt.gov. To contact the Financial Assistance Office, call 602-256-3281.

AFTER THE HEARING

- [] Your case has been scheduled for Sentencing on _____. The Judge has requested that you provide the following additional documents in order to qualify for possible reduced fine(s):
_____. Submit your documents by email to court@phoenix.gov. If you are unable to provide these documents by your Sentencing date, contact the Court in writing at court@phoenix.gov to request more time, to request to pay your fine(s) in full, or to request a payment arrangement. If you fail to contact the Court on or by your Sentencing date, the full fines will be assessed against you, including additional fees.
- [] Your hearing has been continued to _____.
- [] The Court has taken your case under advisement. You will be notified of the Court's decision by _____.
- [] Your Notice of Appeal Rights is also attached.
- If you have any questions, please contact the courtroom bailiff at 602-262-6935.

SURVEY QUESTIONS



Video Hearing Survey

Please rate your experience regarding the video hearing process. Please do not consider the outcome of your hearing when answering the following:

1. Please identify your role as it relates to the case:

- Attorney
- Defendant
- Officer
- Witness

2. How was your experience connecting to the video hearing?

- Easy
- Somewhat easy
- Somewhat difficult
- Difficult

VIDEO BAILIFF JOB DESCRIPTION

ESSENTIAL FUNCTIONS:

- Creates monthly WebEx link and manages email distribution to appropriate parties.
- Maintains spreadsheet to capture audio/video issues and troubleshooting efforts.
- Reviews civil traffic hearing cases and determines eligibility for remote video hearings.
- Monitors designated email inbox for evidence, correspondence, or undeliverable emails.
- Processes evidence submitted by the defendants and ensures evidence is available for the judge to present during the hearing.
- Performs all host duties for WebEx meetings by greeting parties and explaining the court hearing procedures.
- Creates designated breakout sessions and moves parties accordingly.
- Troubleshoots log-in issues, tests audio and video capabilities before the judge begins the hearing.
- Provides instructions via WebEx or on the phone to parties.
- Monitors WebEx website for any updates, outages, or other relevant information.

CHALLENGES



Audio Issues



Constant
Troubleshooting



Receiving and
uploading evidence



Technical knowledge

POSITIVE FEEDBACK



Flexibility



Feel safe



Convenient for Officers



Access to justice – Beyond brick and mortar



Judicial process improvement
suggestions increase with expertise



Overall majority satisfaction

slido



What is your key takeaway from this session?

① Start presenting to display the poll results on this slide.

QUESTIONS?

